

Chapter IV

Findings and Discussions

This quality public service study was done at Bandung immigration office class 1. The researcher analyze by comparing “the employee’s working performance questionnaire” and “the customer satisfaction questionnaire” with researcher’s observation for knowing the quality of public service at Bandung immigration class1.

The total respondents are 10 consumers and 10 staffs of Lantaskim division. The consumer were chosen randomly. While the staff were choosen purposively. Each people have received a questionnaire with 11 questions. The questionnaire type is closed questionnaire, it means the respondent only give checklist (√) symbol on score numbers.

The assessment of qualified public service analysis is classified into five kinds as suggested by Emilia (2011).

- 1. Very Bad : 1 Score
- 2. Bad : 2 Score
- 3. Ordinary : 3 Score
- 4. Qualified : 4 Score
- 5. Highly Qualified : 5 Score

4.1 The result of employee’s working performance questionnaire

The first respondent is a programming staff at Lantaskim division. His name is Redi Lustiawani, 26 years old. His last education is bachelor degree. He has been working at the immigration office for two years. He was asked to measure his own working performance. Below is his respons.

The 1st question is “do you give service thoroughly?,” the respondent choose the score 5 (Highly Qualified). Furthermore, the 2nd question is “do you providing service on time?,” the respondent choose the score 5 (Highly Qualified). Then, the 3rd question is “do you providing service professionally?,” the respondent choose the score 5 (Highly Qualified). Then, the 4th question is “do you always responsive to the consumer’s complaint?,” the respondent choose the score 5 (Highly Qualified). Next, the 5th question is “could you providing online registration service effectively?,” the respondent choose the score 5 (Highly Qualified). The 6th question is “do you always responsive to give consumer’s information?,” the respondent choose the score 5 (Highly Qualified). Then, the 7th question is “do you always respond to each mistake you made?,” the respondent choose the score 4 (Qualified). The 8th question is “do you always put the toddler and elderly on your priority?,” the respondent choose the score 4 (Qualified). Furthermore, the 9th question is “do you always hospitable to consumer’s?,” the respondent choose the score 4 (Qualified). Then, the 10th question point is “do you always providing your greatest attention to consumer’s?,” the respondent choose the score 4 (Qualified). The last question is “do you always understand of consumer’s needs?,” the respondents choose the score 5 (Highly Qualified). If calculated to find the total score, the respondent obtained 48 total scores. This means, following Emilia as an expert, the respondent is a developing employee.

The second respondents is a passport delivery staff at Lantaskim division. Her name is Ai Hoeriah, 31 years old. Her last education is bachelor degree. She has been working at the immigration office for five years. She was asked to measure her own working performance. Below is her respons.

The 1st question is “do you provide service thoroughly?,” the respondent choose the score 4 (Qualified). Furthermore, the 2nd question is “do you provide service on time?,” the respondent choose the score 4 (Qualified). Then, the 3rd question is “do you provide service professionally?,” the respondent choose the score 4 (Qualified). The 4th question is “do you always responsive to the consumer’s complaint?,” the respondent choose the score 4 (Qualified). Next, the 5th question is “could you provide online registration service effectively?,” the respondent choose the score 4 (Qualified). Then, the 6th question is “do you always responsive to give the consumer’s information?,” the respondent choose the score 3 (Ordinary). Then, the 7th question is “do you always responsible for each mistake you made?,” the respondents choose the score 3 (Ordinary). The 8th question is “do you always put the toddler and elderly on your priority?,” the respondent choose the score 3 (Ordinary). Furthermore, the 9th question point is “do you always hospitable to the consumer’s?,” the respondent choose the score 5 (Highly Qualified). Then, for the 10th question is “do you always provide your greatest attention to consumer’s?,” the respondent choose the score 5 (Highly Qualified). The last question is “do you always understand the consumer’s needs?,” the respondents choose the score 5 (Highly Qualified). If calculated to find the total score, the respondent obtained 44 total scores. This means, following Emilia as an expert, respondent is a developing employee.

The third respondents, he is head of Lantaskim division. His name is Vidiandra, 35 years old. His last education is bachelor degree. He has been working at the immigration office for eight years. He was asked to measure his own working performance. Below is his respons.

The 1st question is “do you provide service thoroughly?,” the respondent choose the score 4 (Qualified). Furthermore, the 2nd question is “do you provide service on time?,” the respondent choose the score 4 (Qualified). Then, the 3rd question is “do you provide service professionally?,” the respondent choose the score 4 (Qualified). The 4th question is “do you always responsive to the consumer’s complaint?,” the respondent choose the score 3 (Ordinary). Next, the 5th question is “could you provide online registration service effectively?,” the respondents choose the score 3 (Ordinary). The 6th question is “do you always responsive to give the consumer’s information?,” the respondent choose the score 4 (Qualified). Then, the 7th question is “do you always responsible for each mistake you made?,” the respondent choose the score 4 (Qualified). The 8th question is “do you always put the toddler and elderly on your priority?,” the respondent choose the score 3 (Ordinary). Furthermore, the 9th question point is “do you always hospitable to consumer’s?,” the respondent choose the score 5 (Highly Qualified). Then, the 10th question is “do you always provide your maximum attention to consumer’s?,” the respondent choose the score 3 (Ordinary). The last question is “do you always understand of consumer’s needs?,” the respondents choose the score 4 (Qualified). If calculated to find the total score, the respondent obtained 41 total scores. This means, following Emilia as an expert, respondent is a developing employee.

The fourth respondents, he is a passport quality test staff at Lantaskim division. His name is Husni Rafiq, 59 years old. His last education is primary school. He has been working at the immigration office for thirty five years. He was asked to measure his own working performance. Below is his respons.

The 1st question is “do you provide service thoroughly?,” the respondent choose the score 5 (Highly Qualified). Furthermore, the 2nd question is “do you provide service on time?,” the respondent choose the score 5 (Highly Qualified). Then, the 3rd question is “do you provide service professionally?,” the respondent choose the score 5 (Highly Qualified). The 4th question is “do you always responsive to the consumer’s complaint?,” the respondent choose the score 4 (Qualified). Next, the 5th question is “could you provide online registration service effectively?,” the respondent choose the score 4 (Qualified). The 6th question is “do you always responsive to give the consumer’s information?,” the respondent choose the score 4 (Qualified). Then, the 7th question is “do you always responsible for each mistake you made?,” the respondent choose the score 5 (Highly Qualified). The 8th question is “do you always put the toddler and elderly on your priority?,” the respondent choose the score 4 (Qualified). Furthermore, the 9th question is “do you always hospitable to the consumer’s?,” the respondent choose the score 5 (Highly Qualified). Then, the 10th question is “do you always provide your greatest attention to the consumer’s?,” the respondent choose the score 5 (Highly Qualified). Then, the last question is “do you always understand the consumer’s needs?,” the respondents choose the score 4 (Qualified). If calculated to find the total score, the respondent obtained 48 total scores. This means, following Emilia as an expert, respondent is a developing employee.

The fifth respondents, she is an information centre staff at Lantaskim division. Her name is Ati Maryanti, 31 years old. Her last education is diplomat degree. She has been working at the immigration office for four years. She was asked to measure her own working performance. Below is her respons.

The 1st question, is “do you provide service thoroughly?,” the respondent choose the score 5 (Highly Qualified). Furthermore, the 2nd question is “do you provide service on time?,” the respondent choose the score 4 (Qualified). Then, the 3rd question is “do you provide service professionally?,” the respondent choose the score 3 (Ordinary). The 4th question is “do you always responsive to the consumer’s complaint?,” the respondent choose the score 4 (Qualified). Next, the 5th question is “could you provide online registration service effectively?,” the respondent choose the score 3 (Ordinary). The 6th question is “do you always responsive to give consumer’s information?,” the respondent choose the score 2 (Bad). Then, the 7th question is “do you always responsible for each mistake you made?,” the respondents choose the score 3 (Ordinary). The 8th question is “do you always put the toddler and elderly on your priority?,” the respondent choose the score 3 (Ordinary). Furthermore, the 9th question is “do you always hospitable to the consumer’s?,” the respondent choose the score 2 (Bad). Then, the 10th question is “do you always provide your greatest attention to the consumer’s?,” the respondent choose the score 4 (Qualified). The last question is “do you always understand the consumer’s needs?,” the respondent choose the score 5 (Highly Qualified). If calculated to find the total score, the respondent obtained 38 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

The sixth respondents, she is a passport making counter staff at Lantaskim division. Her name is Titi Limbong, 33 years old. Her last education is bachelor degree. She has been working at the immigration office for eight years. She was asked to measure her own working performance. Below is her respons.

The 1st question is “do you provide service thoroughly?,” the respondent choose the score 2 (Bad). Furthermore, the 2nd question is “do you provide service on time?,” the respondent choose the score 5 (Highly Qualified). Then, the 3rd question is “do you provide service professionally?,” the respondent choose the score 1 (Very Bad). The 4th question is “do you always responsive to the consumer’s complaint?,” the respondent choose the score 3 (Ordinary). Next, the 5th question is “could you provide online registration service effectively?,” the respondent choose the score 2 (Bad). The 6th question is “do you always responsive to give the consumer’s information?,” the respondent choose the score 4 (Qualified). Then, the 7th question is “do you always responsible for each mistake you made?,” the respondent choose the score 2 (Bad). The 8th question is “do you always put the toddler and elderly on your priority?,” the respondent choose the score 3 (Ordinary). Furthermore, the 9th question is “do you always hospitable to the consumer’s?,” the respondent choose the score 1 (Very Bad). Then, the 10th question is “do you always provide your greatest attention to the consumer’s?,” the respondent choose the score 3 (Ordinary). The last question is “do you always understand the consumer’s needs?,” the respondent choose the score 2 (Bad). If calculated to find the total score, the respondent obtained 28 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

The seventh respondents, he is an information centre staff at Lantaskim division. His name is Rusmana, 40 years old. His last education is bachelor degree. He has been working at the immigration office for sixteen years. He was asked to measure his own working performance. Below is his respons.

The 1st question is “do you provide service thoroughly?,” the respondent choose the score 1 (Very Bad). Furthermore, the 2nd question is “do you provide service on time?,” the respondent choose the score 3 (Ordinary). Then, the 3rd question is “do you provide service professionally?,” the respondent choose the score 2 (Bad). The 4th question is “do you always responsive to the consumer’s complaint?,” the respondent choose the score 4 (Qualified). Next, the 5th question is “could you provide online registration service effectively?,” the respondent choose the score 5 (Highly Qualified). The 6th question is “do you always responsive to give the consumer’s information?,” the respondent choose the score 3 (Ordinary). Then, the 7th question is “do you always responsible for each mistake you made?,” the respondent choose the score 1 (Very Bad). The 8th question is “do you always put the toddler and elderly on your priority?,” the respondent choose the score 3 (Ordinary). Furthermore, the 9th question is “do you always hospitable to the consumer’s?,” the respondent choose the score 2 (Bad). Then, the 10th question is “do you always provide your maximum attention to the consumer’s?,” the respondent choose the score 4 (Qualified). The last question is “do you always understand the consumer’s needs?,” the respondent choose the score 2 (Bad). If calculated to find the total score, the respondent obtained 30 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

The eighth respondents, he is a passport delivery staff at Lantaskim division. His name is Bastian Manaf, 38 years old. His last education is bachelor degree. He has been working at the immigration office for thirteen years. He was asked to measure his own working performance. Below is his respons.

The 1st question is “do you provide service thoroughly?,” the respondent choose the score 5 (Highly Qualified). Furthermore, the 2nd question is “do you provide service on time?,” the respondent choose the score 3 (Ordinary). Then, the 3rd question is “do you provide service professionally?,” the respondent choose the score 5 (Highly Qualified). The 4th question is “do you always responsive to the consumer’s complaint?,” the respondent choose the score 4 (Qualified). Next, the 5th question is “could you provide online registration service effectively?,” the respondent choose the score 1 (Very Bad). The 6th question is “do you always responsive to give the consumer’s information?,” the respondent choose the score 5 (Highly Qualified). Then, the 7th question is “do you always responsible for each mistake you made?,” the respondent choose the score 2 (Bad). The 8th question is “do you always put the toddler and elderly on your priority?,” the respondent choose the score 1 (Very Bad). Furthermore, the 9th question point is “do you always hospitable to the consumer’s?,” the respondent choose the score 5 (Highly Qualified). Then, the 10th question is “do you always provide your maximum attention to consumer’s?,” the respondent choose the score 2 (Bad). The last question is “do you always understand of the consumer’s needs?,” the respondent choose the score 5 (Highly Qualified). If calculated to find the total score, the respondent obtained 38 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

The ninth respondents, he is a passport delivery staff at Lantaskim division. His name is Ade, 40 years old. His last education is bachelor degree. He has been working at the immigration office for fifteen years. He was asked to measure his own working performance. Below is his respons.

The 1st question is “do you provide service thoroughly?”, the respondent choose the score 4 (Qualified). Furthermore, the 2nd question is “do you provide service on time?”, the respondent choose the score 5 (Highly Qualified). Then, the 3rd question is “do you provide service professionally?”, the respondent choose the score 3 (Ordinary). The 4th question is “do you always responsive to the consumer’s complaint?”, the respondent choose the score 2 (Bad). Next, the 5th question is “could you provide online registration service effectively?”, the respondent choose the score 3 (Ordinary). The 6th question is “do you always responsive to give the consumer’s information?”, the respondent choose the score 4 (Qualified). Then, the 7th question is “do you always responsible for each mistake you made?”, the respondent choose the score 1 (Very Bad). The 8th question is “do you always put the toddler and elderly on your priority?”, the respondent choose the score 3 (Ordinary). Furthermore, the 9th question is “do you always hospitable to consumer’s?”, the respondent choose the score 2 (Bad). Then, the 10th question is “do you always provide your maximum attention to consumer’s?”, the respondent choose the score 4 (Qualified). The last question is “do you always understand of consumer’s needs?”, the respondent choose the score 2 (Bad). If calculated to find the total score, the respondent obtained 33 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

The tenth respondents, she is a passport quality test staff at Lantaskim division. Her name is Lilis Komariah, 36 years old. Her last education is bachelor degree. She has been

working at the immigration office for eight years. She was asked to measure her own working performance. Below is her respons.

The 1st question is “do you provide service thoroughly?,” the respondent choose the score 4 (Qualified). Furthermore, the 2nd question is “do you provide service on time?,” the respondent choose the score 3 (Ordinary). Then, the 3rd question is “do you provide service professionally?,” the respondent choose the score 5 (Highly Qualified). The 4th question is “do you always responsive to the consumer’s complaint?,” the respondent choose the score 2 (Bad). Next, the 5th question is “could you provide online registration service effectively?,” the respondent choose the score 3 (Ordinary). The 6th question is “do you always responsive to give the consumer’s information?,” the respondent choose the score 4 (Qualified). Then, the 7th question is “do you always responsible for each mistake you made?,” the respondent choose the score 3 (Ordinary). The 8th question is “do you always put the toddler and elderly on your priority?,” the respondent choose the score 5 (Highly Qualified). Furthermore the 9th question, is “do you always hospitable to the consumer’s?,” the respondent choose the score 4 (Qualified). Then, the 10th question is “do you always provide your maximum attention to consumer’s?,” the respondent choose the score 2 (Bad). The last question is “do you always understand the consumer’s needs?,” the respondent choose the score 3 (Ordinary). If calculated to find the total score, the respondent obtained 38 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

4.2 The result of customer's satisfaction questionnaire

The first customer as respondent is a male, 25 years old. His last education is senior high school. For the point number one that is “the elaboration of the employee in providing services,” the respondent gives score 3 (Ordinary). Furthermore, the point number two is “the accuracy of the employee in providing services,” the respondent wrote score of 3 (Ordinary). Then, the point number 3 is “the quality of employee professionalism in providing services,” the respondent gives score 3 (Ordinary). The point number four is “the responsiveness of an employee in dealing with consumer complaints,” the respondent gives score 3 (Ordinary). Next, the point number 5 is “the effectiveness of online passport registration,” the respondent gives score 3 (Ordinary). The point number six is “a quality of the employee responsiveness in providing information to consumers,” the respondent obtained 4 (Qualified). Then, the point number seven is “an employee's responsibility for the mistakes he has made,” wrote score 4 (Qualified). The point number eight which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the respondent gives score 4 (Qualified). Furthermore, the point number nine is “a hospitality quality of an employee towards a consumer,” the respondent gives score 3 (Ordinary). Then, the point number ten which is “the quality of employees in giving more attention to consumers,” the respondent wrote score 3 (Ordinary). The last point is “that employees are always ready to respond to the needs of consumers,” gives score 2 (Bad). If calculated to find the total score, the respondent obtained 48 total scores.

The second customer as respondent is a male, 21 years old. His last education is senior high school. The point number 1 is “the elaboration of the employee in providing services,” the respondent gives score 2 (Bad). Furthermore, the point number two is “the

accuracy of the employee in providing services,” the respondent wrote score 3 (Ordinary). Then, the point number 3 is “the quality of employee professionalism in providing services,” the respondent gives score 4 (Qualified). The point number four is “responsiveness of an employee in dealing with consumer complaints,” the respondent gives score 3 (Ordinary). Next, the 5th consumer’s response is “the effectiveness of online passport registration,” the respondent gives score 2 (Bad). The point number six is “a quality of employee responsiveness in providing information to consumers,” the respondent obtained 3 (Ordinary). Then, the point number seven is “an employee's responsibility for the mistakes he has made,” wrote score 4 (Qualified). The point number eight which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the respondent gives score 3 (Ordinary). Furthermore, the point number nine which is “a hospitality quality of an employee towards a consumer,” the respondent gives score 2 (Bad). Then, the point number ten which is “the quality of employees in giving more attention to consumers,” the respondent wrote score 3 (Ordinary). The last point is “that employees are always ready to respond to the needs of consumers,” gives score 3 (Ordinary) If calculated to find the total score, the respondent obtained 32 total scores.

The third customer as respondent is a male, 16 years old. His last education is senior high school. For the point number one is “the elaboration of the employee in providing services,” the respondent gives score 3 (Ordinary). Furthermore, the point number two is “the accuracy of the employee in providing services,” the respondent wrote score 3 (Ordinary). Then, the point number three is “the quality of employee professionalism in providing services,” the respondent gives score 3 (Ordinary). The point number four is “the responsiveness of an employee in dealing with consumer complaints,” the respondent gives

score 2 (Bad). Next, the point number five is “the effectiveness of online passport registration,” the respondent gives score 2 (Bad). The point number six which is “a quality of employee responsiveness in providing information to consumers,” the respondent gives score 3 (Ordinary). Then, the point number seven is “an employee's responsibility for the mistakes he has made,” wrote score 2 (Bad). The point number eight which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the respondent gives score 4 (Qualified). Furthermore, the point number nine which is “a hospitality quality of an employee towards a consumer,” the respondent gives score 3 (Ordinary). Then, the point number ten which is “the quality of employees in giving more attention to consumers,” the respondent wrote score 4 (Qualified). The last point is “that employees are always ready to respond to the needs of consumers,” gives score 3 (Ordinary). If calculated to find the total score, the respondent obtained 32 total scores.

The fourth customer as respondent is a male, 30 years old. His last education is senior high school. For the point number one is “the elaboration of the employee in providing services,” the respondent gives score 1 (Very Bad). Furthermore, the point number two is “the accuracy of the employee in providing services,” the respondent wrote score 4 (Qualified). Then, the point number three is “the quality of employee professionalism in providing services,” the respondent gives score 2 (Bad). The point number four is “the responsiveness of an employee in dealing with consumer complaints,” the respondent gives score 5 (Highly Qualified). Next, the point number five is “the effectiveness of online passport registration,” the respondent gives score 3 (Ordinary). The point number six which is “a quality of employee responsiveness in providing information to consumers,” the respondent obtained 1 (Very Bad). Then, the point number seven is “an

employee's responsibility for the mistakes he has made,” wrote score 3 (Ordinary). The point number eight which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the respondent gives score 2 (Bad). Furthermore, the point number nine which is “a hospitality quality of an employee towards a consumer,” the respondent gives score 3 (Ordinary). Then, the point number ten which is “the quality of employees in giving more attention to consumers,” the respondent wrote score 1 (Very Bad). The last point is “that employees are always ready to respond to the needs of consumers,” gives a score of 3 (Ordinary). If calculated to find the total score, the respondent obtained 28 total scores.

The fifth customer as respondent is a male, 24 years old. His last education is senior high school. The point number one is “the elaboration of the employee in providing services,” the respondent gives score 2 (Bad). Furthermore, the point number two is “the accuracy of the employee in providing services,” the respondent wrote score 2 (Bad). Then, the point number three is “the quality of employee professionalism in providing services,” the respondent gives score 3 (Ordinary). The point number four is “the responsiveness of an employee in dealing with consumer complaints,” the respondent gives score 3 (Ordinary). Next, the point number five is “the effectiveness of online passport registration,” the respondent gives score 2 (Bad). The point number six which is “a quality of employee responsiveness in providing information to consumers,” the respondent gives score 3 (Ordinary). Then, the point number seven is “an employee's responsibility for the mistakes he has made,” wrote score 3 (Ordinary). The point number eight which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the respondent gives score 3 (Ordinary). Furthermore, the point number nine which is “a hospitality quality of an employee towards a consumer,” the respondent gives score 3 (Ordinary). Then, the point

number ten which is “the quality of employees in giving more attention to consumers,” the respondent wrote score 4 (Qualified). The last point is “that employees are always ready to respond to the needs of consumers,” gives score 3 (Ordinary). If calculated to find the total score, the respondent obtained 31 total scores.

The sixth customer as respondent is a female, 35 years old. Her last education is senior high school. The point number one is “the elaboration of the employee in providing services,” the respondent gives score 3 (Ordinary). Furthermore, the point number two is “the accuracy of the employee in providing services,” the respondent wrote score 4 (Qualified). Then, the point number three is “the quality of employee professionalism in providing services,” the respondent gives score 3 (Ordinary). The point number four is “the responsiveness of an employee in dealing with consumer complaints,” the respondent gives score 2 (Bad). Next, the point number five is “the effectiveness of online passport registration,” the respondent gives score 3 (Ordinary). The point number six which is “a quality of employee responsiveness in providing information to consumers,” the respondent obtained 5 (Highly Qualified). Then, the point number seven is “an employee's responsibility for the mistakes he has made,” wrote score 3 (Ordinary). The point number eight which is “the dexterity of an employee in prioritizing toddlers and the elderly,” the respondent gives score 2 (Bad). Furthermore, the point number nine which is “a hospitality quality of an employee towards a consumer,” the respondent gives score 4 (Qualified). Then, the point number ten which is “the quality of employees in giving more attention to consumers,” the respondent wrote score 2 (Bad). The last point is “that employees are always ready to respond to the needs of consumers,” gives a score of 3 (Ordinary). If calculated to find the total score, the respondent obtained 34 total scores.

The seventh customer as respondents is a female, 36 years old. Her last education is senior high school. The point number one is “the elaboration of the employee in providing services,” the respondent gives score 5 (Highly Qualified). Furthermore, the point number two is “the accuracy of the employee in providing services,” the respondent wrote score 4 (Qualified). Then, the point number three is “the quality of employee professionalism in providing services,” the respondent gives score 4 (Qualified). The point number four is “the responsiveness of an employee in dealing with consumer complaints”, the respondent gives score 3 (Ordinary). Next, the point number five is “the effectiveness of online passport registration,” the respondent gives score 5 (Highly Qualified). The point number six which is “a quality of employee responsiveness in providing information to consumers, the respondent obtained 4 (Qualified). Then, the point number seven is “an employee's responsibility for the mistakes he has made,” wrote score 4 (Qualified). The point number eight which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the respondent gives score 3 (Ordinary). Furthermore, the point number nine which is “a hospitality quality of an employee towards a consumer,” the respondent gives score 5 (Highly Qualified). Then, the point number ten which is “the quality of employees in giving more attention to consumers,” the respondent wrote score 5 (Highly Qualified). The last point is “that employees are always ready to respond to the needs of consumers,” gives score 5 (Highly Qualified). If calculated to find the total score, the respondent obtained 47 total scores.

The eighth customer as respondent is a female, 30 years old. Her last education is senior high school. For the point number one is “the elaboration of the employee in providing services,” the respondent gives score 2 (Bad). Furthermore, the point number

two is “the accuracy of the employee in providing services,” the respondent wrote score 3 (Ordinary). Then, the point number three is “the quality of employee professionalism in providing services,” the respondent gives score 1 (Very Bad). The point number four is “the responsiveness of an employee in dealing with consumer complaints,” the respondent gives score 4 (Qualified). Next, the point number five is “the effectiveness of online passport registration,” the respondent gives score 1 (Very Bad). The point number six which is “a quality of employee responsiveness in providing information to consumers,” the respondent obtained 5 (Highly Qualified). Then, the point number seven is “an employee's responsibility for the mistakes he has made,” wrote score 3 (Ordinary). The point number eight is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the respondent gives score 2 (Bad). Furthermore, the point number nine is “a hospitality quality of an employee towards a consumer,” the respondent gives score 3 (Ordinary). Then, the point number ten is “the quality of employees in giving more attention to consumers,” the respondent wrote score 1 (Very Bad). The last point is “that employees are always ready to respond to the needs of consumers,” gives score 5 (Highly Qualified). If calculated to find the total score, the respondent obtained 30 total scores.

The ninth customer as respondent is a female, 20 years old. Her last education is senior high school. The point number one is “the elaboration of the employee in providing services,” the respondent gives score 5 (Highly Qualified). Furthermore, the point number two is “the accuracy of the employee in providing services,” the respondent wrote score 4 (Qualified). Then, the point number three is “the quality of employee professionalism in providing services,” the respondent gives score 3 (Ordinary). The point number four is “the responsiveness of an employee in dealing with consumer complaints,” the respondent gives

score 4 (Qualified). Next, the point number five is “the effectiveness of online passport registration,” the respondent gives score 5 (Highly Qualified). The point number six is “a quality of employee responsiveness in providing information to consumers,” the respondent obtained 3 (Ordinary). Then, the point number seven is “an employee's responsibility for the mistakes he has made,” wrote score 4 (Qualified). The point number eight is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the respondent gives score 3 (Ordinary). Furthermore, the point number nine is “a hospitality quality of an employee towards a consumer,” the respondent gives score 4 (Qualified). Then, the point number ten is “the quality of employees in giving more attention to consumers,” the respondent wrote score 2 (Bad). The last point is “that employees are always ready to respond to the needs of consumers,” gives score 3 (Ordinary). If calculated to find the total score, the respondent obtained 40 total scores.

The tenth customer as respondent is a female, 27 years old. Her last education is magister. The point number one is “the elaboration of the employee in providing services,” the respondent gives score 3 (Ordinary). Furthermore, the point number two is “the accuracy of the employee in providing services,” the respondent wrote score 2 (Bad). Then, the point number three is “the quality of employee professionalism in providing services,” the respondent gives score 4 (Qualified). The point number four is “the responsiveness of an employee in dealing with consumer complaints,” the respondent gives score 1 (Very Bad). Next, the point number five is “the effectiveness of online passport registration,” the respondent gives score 5 (Highly Qualified). The point number six which is “a quality of employee responsiveness in providing information to consumers,” the respondent obtained 2 (Bad). Then, the point number seven is “an employee's responsibility for the mistakes he

has made,” wrote score 4 (Qualified). The point number eight which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the respondent gives score 1 (Very Bad). Furthermore, the point number nine is “a hospitality quality of an employee towards a consumer,” the respondent gives score 3 (Ordinary). Then, the point number ten is “the quality of employees in giving more attention to consumers,” the respondent wrote score 2 (Bad). The last point is “that employees are always ready to respond to the needs of consumers,” gives score 1 (Very Bad). If calculated to find the total score, the respondent obtained 28 total scores.

4. 3 Observation Result

The third instrument is observation, the researcher provide an observation table of the employees. The observation was done 15 January 2018 until 30 April 2018 for four month. Below is the observation result for each employees.

The first respondent, he is a programming staff at Lantaskim division. His name is Redi Lustiawani. The 1st observation, the point is “the elaboration of the employee in providing services”, the researcher gave score 4 (Qualified) because the respondent is a loyal staff on giving service to the consumer. Furthermore, the 2nd observation, the point is “the accuracy of the employee in providing services,” the researcher gave score 4 (Qualified) because the respondent always following the procedure working at the immigration office. Then, the 3rd observation, the point is “the quality of employee professionalism in providing services,” the researcher gave score 5 (Highly Qualified) because the respondent is one of the respected employees for his professionalism. The 4th observation, the point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 5 (Highly Qualified) because every complaint the consumers makes will always be resolved by the respondent until it is completely resolved. Next, the 5th observation, the point is “the effectiveness of online passport registration,” the researcher gave score 5 (Highly Qualified) because online registration according to the respondent makes consumers feel comfortable. The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 5 (Highly Qualified) because the information needed by consumers will always be fulfilled if the respondent provides clear information. Then, the 7th observation, the point is “an employee's responsibility for the mistakes he has made,” the researcher gave

score 5 (Highly Qualified) because due to responsibility for what he has done, the first respondent always apologizes and will provide a solution to overcome it. The 8th observation point, which is “the dexterity of an employee in prioritizing toddlers and the elderly,” the researcher gave score 4 (Qualified) because the priorities of toddlers and the elderly are always the main things. Respondent always allows them to resolve their passport. Furthermore, the 9th observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 4 (Qualified) because hospitality becomes a spearhead in a service and respondent provide good hospitality services.. Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the respondent researcher gave score 3 (Ordinary) because the consumer always wants the greatest attention from the staff, and the respondent always provides service according to the procedure but does not give excessive attention. And the last observation point is “that employees are always ready to respond to the needs of consumers,” the researcher gave score 4 (Qualified) because consumer necessary must be fulfilled and the respondent always meet the needs of consumers well. If calculated to find the total score, the respondent obtained 48 total scores. This means, following Emilia as an expert, respondent is a developing employee.

The second respondent, she is a passport delivery staff at Lantaskim division. Her name is Ai Hoeriah. The 1st observation, the point is “the elaboration of the employee in providing services,” the researcher gave score 4 (Qualified) because the respondent is a loyal staff on giving service to the consumer. Furthermore, the 2nd observation, the point is “the accuracy of the employee in providing services,” the researcher gave score 4 (Qualified) because the respondent always following the procedure working at the

immigration office. Then, the 3rd observation, the point is “the quality of employee professionalism in providing services,” the researcher gave score 4 (Qualified) because the respondent is one of the respected employees for his professionalism. The 4th observation, the point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 5 (Highly Qualified) because every complaint the consumers makes will always be resolved by the respondent until it is completely resolved. Next, the 5th observation, the point is “the effectiveness of online passport registration,” the researcher gave score 5 (Highly Qualified) because online registration according to the respondent makes consumers feel comfortable. The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 5 (Highly Qualified) because the information needed by consumers will always be fulfilled if the respondent provides clear information. Then, the 7th observation, the point is “an employee's responsibility for the mistakes he has made,” the researcher gave score 5 (Highly Qualified) because due to responsibility for what he has done, the first respondent always apologizes and will provide a solution to overcome it. The 8th observation point, which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the researcher gave score 5 (Highly Qualified) because the priorities of toddlers and the elderly are always the main things. Respondent always allows them to resolve their passport. Furthermore, the 9th observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 5 (Highly Qualified) because hospitality becomes a spearhead in a service and respondent provide good hospitality services. Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the researcher gave score 5 (Highly Qualified) because the respondent is

easily familiar with consumers. And the last observation point is “that employees are always ready to respond to the needs of consumers,” the researcher gave score 4 (Qualified) because consumer necessary must be fulfilled and the respondent always meet the needs of consumers well. If calculated to find the total score, the respondent obtained 51 total scores. This means, following Emilia as an expert, respondent is a professional employee.

The third respondent, he is head of Lantaskim division. His name is Vidiandra. The 1st observation, the point is “the elaboration of the employee in providing services,” the researcher gave score 4 (Qualified) because the respondent is a loyal staff on giving service to the consumer. Furthermore, the 2nd observation, the point is “the accuracy of the employee in providing services,” the researcher gave score 4 (Qualified) because the respondent always following the procedure working at the immigration office. Then, the 3rd observation, the point is “the quality of employee professionalism in providing services,” the researcher gave score 4 (Qualified) because the respondent is one of the respected employees for his professionalism. The 4th observation, the point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 4 (Qualified) because every complaint the consumers makes will always be resolved by the respondent until it is completely resolved. Next, the 5th observation, the point is “the effectiveness of online passport registration,” the researcher gave score 4 (Qualified) because online registration according to the respondent makes consumers feel comfortable. The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 4 (Qualified) because the information needed by consumers will always be fulfilled if the respondent provides clear information. Then, the 7th observation, the point is “an employee's responsibility for the mistakes he

has made,” the researcher gave score 3 (Ordinary) because the respondent sometimes ignores the mistakes he has made. The 8th observation point, which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the researcher gave score 4 (Qualified) because the priorities of toddlers and the elderly are always the main things. Respondent always allows them to resolve their passport. Furthermore, the 9th observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 4 (Qualified) because hospitality becomes a spearhead in a service and respondent provide good hospitality services.. Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the researcher gave score 5 (Highly Qualified) because the respondent always prioritize consumers who have difficulty in passport making. And the last observation point is “that employees are always ready to respond to the needs of consumers,” the researcher gave score 5 (Highly Qualified) because consumer necessary must be fulfilled and the respondent always meet the needs of consumers well. If calculated to find the total score, the respondent obtained 45 total scores. This means, following Emilia as an expert, respondent is a developing employee.

The fourth respondent, he is a passport quality test staff at Lantaskim division. His name is Husni Rafiq. The 1st observation, the point is “the elaboration of the employee in providing services,” the researcher gave score 4 (Qualified) because the respondent is a loyal staff on giving service to the consumer. Furthermore, the 2nd observation, the point is “the accuracy of the employee in providing services,” the researcher gave score 3 (Ord) because the respondent sometimes wasting time on his work. Then, the 3rd observation, the point is “the quality of employee professionalism in providing services,” the researcher gave score 2 (Bad) because the respondent always arrives late. The 4th observation, the

point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 2 (Bad). Next, the 5th observation, the point is “the effectiveness of online passport registration,” the researcher gave score 2 (Bad). The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 3 (Ordinary). Then, the 7th observation, the point is “an employee's responsibility for the mistakes he has made,” the researcher gave score 2 (Bad). The 8th observation point, which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the researcher gave score 2 (Bad). Furthermore, the 9th observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 3 (Ordinary). Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the researcher gave score 2 (Bad). And the last observation point is “that employees are always ready to respond to the needs of consumers,” the researcher gave score 2 (Bad). If calculated to find the total score, the respondent obtained 27 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

The fifth respondent, she is an information center staff at Lantaskim division. Her name is Ati Maryanti. The 1st observation, the point is “the elaboration of the employee in providing services,” the researcher gave score 5 (Highly Qualified) because the respondent is a loyal staff on giving service to the consumer. Furthermore, the 2nd observation, the point is “the accuracy of the employee in providing services,” the researcher gave score 5 (Highly Qualified) because the respondent always following the procedure working at the immigration office. Then, the 3rd observation, the point is “the quality of employee professionalism in providing services,” the researcher gave score 5 (Highly Qualified)

because the respondent is one of the respected employees for his professionalism. The 4th observation, the point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 4 (Qualified) because every complaint the consumers makes will always be resolved by the respondent until it is completely resolved. Next, the 5th observation, the point is “the effectiveness of online passport registration,” the researcher gave score 4 (Qualified) because online registration according to the respondent makes consumers feel comfortable. The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 4 (Qualified) because the information needed by consumers will always be fulfilled if the respondent provides clear information. Then, the 7th observation point is “an employee's responsibility for the mistakes he has made,” the researcher gave score 5 (Highly Qualified) because due to responsibility for what he has done, the first respondent always apologizes and will provide a solution to overcome it. The 8th observation point, which is “the dexterity of an employee in prioritizing the toddlers and the elderly,” the researcher gave score 4 (Qualified) because the priorities of toddlers and the elderly are always the main things. Respondent always allows them to resolve their passport. Furthermore, the 9th observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 4 (Qualified) because hospitality becomes a spearhead in a service and respondent provide good hospitality services. Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the researcher gave score 5 (Highly Qualified) because the respondent include friendly staff to consumers. And the last observation point, is “that employees are always ready to respond to the needs of consumers,” the researcher gave score 4 (Qualified)

because consumer necessary must be fulfilled and the respondent always meet the needs of consumers well.. If calculated to find the total score, the respondent obtained 49 total scores. This means, following Emilia as an expert, respondent is a developing employee.

The sixth respondent, she is passport making counter staff. Her name is Titi Limbong. The 1st observation, the point is “the elaboration of the employee in providing services,” the researcher gave score 2 (Bad) because the respondent is careless on her works. Furthermore, the 2nd observation, the point is “the accuracy of the employee in providing services,” the researcher gave score 3 (Ordinary) because the respondent always wasting time on her working. Then, the 3rd observation, the point is “the quality of employee professionalism in providing services,” the researcher gave score 3 (Ordinary) because the respondent sometimes take a personal problem on his work. The 4th observation, the point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 3 (Ordinary) because the respondent sometimes debate with consumer complaints. Next, the 5th observation, the point is “the effectiveness of online passport registration,” the researcher gave score 2 (Bad) because the respondent complains about passport online registration, this thing makes increasing passport making in one day. The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 3 (Ordinary) because respondents sometimes provide unclear information. Then, the 7th observation point is “an employee's responsibility for the mistakes he has made,” the researcher gave score 3 (Ordinary) because the respondent always wasting time. The 8th observation point, which is “the dexterity of an employee in prioritizing toddlers and the elderly,” the researcher gave score 2 (Bad) because the respondent only focus on her work. Furthermore, the 9th

observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 1 (Very Bad) because the respondent is sometimes friendly and indifferent to the consumers if they have personal problems. Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the researcher gave score 3 (Ordinary) because the consumer always wants the greatest attention from the staff, and the respondent always provides service according to the procedure but does not give excessive attention. And the last observation point is “that employees are always ready to respond to the needs of consumers,” the researcher gave score 3 (Ordinary) because the respondent is include staff who only focus on his work and do not care for consumers. If calculated to find the total score, the respondent obtained 28 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

The seventh respondent, he is an information centre staff at Lantaskim division. His name is Rusmana. The 1st observation, the point is “the elaboration of the employee in providing services,” the researcher gave score 1 (Very Bad) because the respondent is careless on his work. Furthermore, the 2nd observation, the point is “the accuracy of the employee in providing services,” the researcher gave score 2 (Bad) because the respondent always wasting time on his working. Then, the 3rd observation, the point is “the quality of employee professionalism in providing services,” the researcher gave score 4 (Qualified) because the respondent is one of the respected employees for his professionalism. The 4th observation, the point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 3 (Ordinary) because the respondent sometimes debate with consumer complaints. Next, the 5th observation point is “the effectiveness of online passport registration,” the researcher gave score 3 (Ordinary) because the

respondent complains about passport online registration, this thing makes increasing passport making in one day. The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 4 (Qualified) because the information needed by consumers will always be fulfilled if the respondent provides clear information. Then, the 7th observation point is “an employee's responsibility for the mistakes he has made,” the researcher gave score 4 (Qualified) because due to responsibility for what he has done, the first respondent always apologizes and will provide a solution to overcome it. The 8th observation point, which is “the dexterity of an employee in prioritizing toddlers and the elderly,” the researcher gave score 2 (Bad) because the respondent only focus on his work. Furthermore, the 9th observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 4 (Qualified) because hospitality becomes a spearhead in a service and respondent provide good hospitality services. Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the researcher gave score 3 (Ordinary) because the consumer always wants the greatest attention from the staff, and the respondent always provides service according to the procedure but does not give excessive attention. And the last observation point is “that employees are always ready to respond to the needs of consumers,” the researcher gave score 4 (Qualified) because consumer necessary must be fulfilled and the respondent always meet the needs of consumers well. If calculated to find the total score, the respondent obtained 34 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

The eighth respondent, he is a passport delivering staff at Lantaskim division. His name is Bastian Manaf. The 1st observation point is “the elaboration of the employee in

providing services,” the researcher gave score 3 (Ordinary) because the respondent is careless on his work. Furthermore, the 2nd observation point is “the accuracy of the employee in providing services,” the researcher gave score 4 (Qualified) because the respondent always following the procedure working at the immigration office. Then, the 3rd observation point is “the quality of employee professionalism in providing services,” the researcher gave score 3 (Ordinary) because the respondent sometimes take a personal problem on his work. The 4th observation point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 3 (Ordinary) because the respondent sometimes debate with consumer complaints. Next, the 5th observation point is “the effectiveness of online passport registration,” the researcher gave score 3 (Ordinary). The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 2 (Bad) because the respondent sometimes provide unclear information. Then, the 7th observation point is “an employee's responsibility for the mistakes he has made,” the researcher gave score 1 (Very Bad) because the respondent always wasting time. The 8th observation point, which is “the dexterity of an employee in prioritizing toddlers and the elderly,” the researcher gave score 1 (Very Bad) because the respondent only focus on his work. Furthermore, the 9th observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 1 (Very Bad) because the respondent is sometimes friendly and indifferent to the consumers if they have personal problems. Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the researcher gave score 1 (Very Bad) because the respondent included the introvert staff and was indifferent to consumers. And the last observation point, is “that employees are always

ready to respond to the needs of consumers,” the researcher gave score 2 (Very Bad) because the respondent is include staff who only focus on his work and do not care for consumers. If calculated to find the total score, the respondent obtained 24 total scores. This means, following Emilia as an expert, respondent is a beginner employee.

The ninth respondent, he is a passport delivering staff at Lantaskim division. His name is Ade. The 1st observation point is “the elaboration of the employee in providing services,” the researcher gave score 3 (Ordinary) because the respondent is careless on his work. Furthermore, the 2nd observation point is “the accuracy of the employee in providing services,” the researcher gave score 2 (Bad) because the respondent always wasting time on his working. Then, the 3rd observation point is “the quality of employee professionalism in providing services,” the researcher gave score 2 (Bad) because the respondent sometimes take a personal problem on his work. The 4th observation point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 3 (Ordinary) because the respondent sometimes debate with consumer complaints. Next, the 5th observation point is “the effectiveness of online passport registration,” the researcher gave score 3 (Ordinary) because the respondent complains about passport online registration, this thing makes increasing passport making in one day. The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 2 (Bad) because the respondent sometimes provide unclear information. Then, the 7th observation point is “an employee's responsibility for the mistakes he has made,” the researcher gave score 1 (Very Bad) because the respondent always wasting time. The 8th observation point, which is “the dexterity of an employee in prioritizing toddlers and the elderly,” the researcher gave score 2 (Bad) because the

respondent only focus on his work. Furthermore, the 9th observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 3 (Ordinary) because the respondent is sometimes friendly and indifferent to the consumers if they have personal problems. Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the researcher gave score 3 (Ordinary) because the respondent included the introvert staff and was indifferent to consumers. And the last observation point, is “that employees are always ready to respond to the needs of consumers,” the researcher gave score 3 (Ordinary) because the respondent is include staff who only focus on his work and do not care for consumers. If calculated to find the total score, the respondent obtained 27 total scores. This means, following Emilia as an expert, respondent is an amateur employee.

The tenth respondent, She is a passport quality test staff at Lantaskim division. Her name is Lilis Komariah. The 1st observation point is “the elaboration of the employee in providing services,” the researcher gave score 4 (Qualified) because the respondent is a loyal staff on giving service to the consumer. Furthermore, the 2nd observation point is “the accuracy of the employee in providing services,” the researcher gave score 4 (Qualified) because the respondent always following the procedure working at the immigration office. Then, the 3rd observation point is “the quality of employee professionalism in providing services,” the researcher gave score 4 (Qualified) because the respondent is one of the respected employees for his professionalism. The 4th observation point is “the responsiveness of an employee in dealing with consumer complaints,” the researcher gave score 4 (Qualified) because every complaint the consumers makes will always be resolved by the respondent until it is completely resolved.. Next, the 5th

observation point is “the effectiveness of online passport registration,” the researcher gave score 3 (Ordinary) because the respondent didn't think about the problem. The 6th observation point, which is “a quality of employee responsiveness in providing information to consumers,” the researcher gave score 4 (Qualified) because the information needed by consumers will always be fulfilled if the respondent provides clear information. Then, the 7th observation point is “an employee's responsibility for the mistakes he has made,” the researcher gave score 4 (Qualified) because due to responsibility for what he has done, the first respondent always apologizes and will provide a solution to overcome it. The 8th observation point, which is “the dexterity of an employee in prioritizing toddlers and the elderly,” the researcher gave score 4 (Qualified) because the priorities of toddlers and the elderly are always the main things. Respondent always allows them to resolve their passport. Furthermore, the 9th observation point, which is “a hospitality quality of an employee towards a consumer,” the researcher gave score 5 (Highly Qualified) because hospitality becomes a spearhead in a service and respondent provide good hospitality services.. Then, the 10th observation point, which is “the quality of employees in giving more attention to consumers,” the researcher gave score 5 (Highly Qualified) because the respondent include friendly staff to consumers. And the last observation point is “that employees are always ready to respond to the needs of consumers,” the researcher gave score 5 (Highly Qualified) because consumer necessary must be fulfilled and the respondent always meet the needs of consumers well. If calculated to find the total score, the respondent obtained 46 total scores. This means, following Emilia as an expert, respondent is a developing employee.

4.4 Discussion

4.4.1 Consumer's Respons

a. The Result of the Consumer Respons About Friendliness Service

Table 4.4.1 a the Result of the Consumer Respons About Friendliness Service

No	Expression	Score	Explanation
1	A hospitality quality of an employee towards a consumer	3	Male 25 years old Senior high school
2	The quality of employees in giving more attention to consumers	3	

An analysis of the consumers respons for friendliness service at Bandung immigration office class 1. The respondent gives score 3 (ordinary). These is about “a hospitality quality of an employee towards a consumer” and “the quality of employees in giving more attention to consumers”.

b. The Result of the Consumer Respons About Time Accuracy Service

Table 4.4.1 b the Result of the Consumer Respons About Time Accuracy Service

No	Expression	Score	Explanation
1	The elaboration of the employee in providing services	2	Male 21 years old Senior high school
2	The accuracy of the employee in providing services	3	

An analysis of the consumers respons for time accuracy service at Bandung immigration office class 1. The respondent gives score 3 (ordinary) is about “the accuracy of the employee in

providing services”. Then for another question respondent gives scores 2 (bad) is about “The elaboration of the employee in providing services”.

c. The Result of the Consumer Respons About Responsibility Service

Table 4.4.1 c the Result of the Consumer Respons About Responsibility Service

No	Expression	Score	Explanation
1	The effectiveness of online passport registration	2	Male 16 years old Senior high school
2	An employee's responsibility for the mistakes he has made	2	

An analysis of the consumers respons for responsibility service at Bandung immigration office class 1. The respondent gives score 2 (bad). These is about “The effectiveness of online passport registration” and “An employee's responsibility for the mistakes he has made”.

d. The Result of the Consumer Respons About Responsiveness Service

Table 4.4.1 d the Result of the Consumer Respons About Responsiveness Service

No	Expression	Score	Explanation
1	The responsiveness of an employee in dealing with consumer complaints	5	Male 30 years old Senior high school
2	A quality of employee responsiveness in providing information to consumers	1	
3	The dexterity of an employee in prioritizing the toddlers and the elderly	2	

An analysis of the consumers respons for responsiveness service at Bandung immigration office class 1. The respondent gives score 5 (highly qualified) is about “the responsiveness of an

employee in dealing with consumer complaints”, then for question about “the dexterity of an employee in prioritizing the toddlers and the elderly”, the respondent gives score 2 (bad). And question about “A quality of employee responsiveness in providing information to consumers”, the respondent gives score 1 (very bad).

e. The Result of the Consumer Respons About Professionalism Service

Table 4.4.1 e the Result of the Consumer Respons About Professionalism Service

No	Expression	Score	Explanation
1	The quality of employee professionalism in providing services	3	Male 24 years old Senior high school
2	That employees are always ready to respond to the needs of consumers	3	

An analysis of the consumers respons for professionalism service at Bandung immigration office class 1. The respondent gives score 3 (ordinary). These is about “The quality of employee professionalism in providing services” and “That employees are always ready to respond to the needs of consumers”.

4.4.2 Lantaskim Staff Respons

a. The Result of the Programming Staff Respons About Friendliness

Service

Table 4.4.2 a the Result of the Programming Staff Respons About Friendliness Service

No	Expression	Score	Explanation
1	Do you always hospitable to consumer's?	4	Redi Lustiawani Male 26 years old Programming staff Bachelor degree
2	Do you always providing your greatest attention to consumer's?	4	

An analysis of the Lantaskim staff respons for friendliness service at Bandung immigration office class 1. The staff gives scores 4 (qualified). These is about “Do you always hospitable to consumer's?” and “Do you always providing your greatest attention to consumer's?”.

b. The Result of the Passport Delivery Staff Respons About Time

Accuracy Service

Table 4.4.2 b the Result of the Passport Delivery Staff Respons About Time Accuracy Service

No	Questions	Score	Explanation
1	Do you give service thoroughly?	4	Ai Hoeriah Female 31 years old
2	Do you providing service on time?	4	

			Passport delivery Bachelor degree
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An analysis of the Lantaskim staff respons for time accuracy service at Bandung immigration office class 1. The respondent give scores 4 (qualified). These is about “Do you give service thoroughly?” and “Do you providing service on time?”.

c. The Result of the Head of Lantaskim Respons About Responsibility Service

Table 4.4.2 c the Result of the Head of Lantaskim Respons About Responsibility Service

No	Questions	Score	Explanation
1	Could you provide online registration service effectively?	3	Vidiandra Male 35 years old Head of Lantaskim Bachelor Degree
2	Do you always responsible for each mistake you made?	4	

An analysis of the Lantaskim staff respons for responsibility service at Bandung immigration office class 1. The respondent gives score 4 (qualified) about “Do you always responsible for each mistake you made?” and the respondent gives score 3 (ordinary) about “Could you provide online registration service effectively?”

d. The Result of the Passport Making Counter Staff Respons About Responsiveness Service

Table 4.4.2 d the Result of the Passport Making Counter Staff Respons About Responsiveness Service

No	Questions	Score	Explanation
1	Do you always responsive to the consumer's complaint?	3	Titi Limbong Female 33 years old Passport Making Counter Bachelor Degree
2	Do you always responsive to give the consumer's information?	4	
3	Do you always put the toddler and elderly on your priority?	3	

An analysis of the Lantaskim staff respons for responsiveness service at Bandung immigration office class 1. The respondent gives scores 4 (qualified), is about "Do you always responsive to give the consumer's information?". Then for another question about "Do you always responsive to the consumer's complaint?" and "Do you always put the toddler and elderly on your priority?" gives scores 3 (ordinary).

e. The Result of the Passpot Quality Staff Respons About Professionalism Service

Table 4.4.2 e the Result of the Passport Quality Staff Respons About Professionalism Service

No	Questions	Score	Explanation
1	Do you provide service professionally?	5	Lilis Komariah Female

2	Do you always understand the consumer's needs?	3	36 years old Passport Quality Test Bachelor Degree
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An analysis of the Lantaskim staff respons for professionalism service at Bandung immigration office class 1. The staff gives scores 5 (highly qualified) about "Do you provide service professionally?". And for question about "Do you always understand the consumer's needs?" gives score 3 (ordinary).